



HOSPITALITY INDUSTRY

MISSOURI TARGET INDUSTRY

JUNE 2020

2019 STATEWIDE LABOR ANALYSIS

The Hospitality and Food Service industry showed more than 44,000 online job postings in 2019 for top demand jobs. The top occupation was *Food Service Managers*, making up 9.8 percent of total job postings for the time period.

The top five employers for 2019 were Marriott International Inc., Penn National Gaming Inc., McDonald's, Aramark, and Panera Bread.

TOP JOB POSTINGS

SOC Code	Description	Online Job Postings	Average Annual Wage	
Now - requires short-term on-the-job training, little to no experience, and/or a high school diploma				
35-3031	Waiters and Waitresses	8.9%	\$21,420	★
35-3021	Combined Food Preparation and Serving Workers	8.2%	\$21,110	★
43-4081	Hotel, Motel, and Resort Desk Clerks	4.7%	\$23,300	
37-2012	Maids and Housekeeping Cleaners	4.1%	\$22,640	
35-9021	Dishwashers	3.7%	\$21,100	
Next - requires a non-degree certificate, associate degree, apprenticeship, some experience, or moderate- to long-term training				
11-9051	Food Service Managers	9.8%	\$53,390	
35-2014	Cooks, Restaurant	7.4%	\$25,180	★
35-1012	First-Line Supervisors of Food Preparation & Serving Workers	3.9%	\$34,010	★
35-1011	Chefs and Head Cooks	2.0%	\$54,300	
49-9071	Maintenance and Repair Workers, General	1.9%	\$38,200	★
Later - requires a bachelor's degree or higher				
11-2022	Sales Managers	1.0%	\$133,570	
11-1021	General and Operations Managers	0.8%	\$105,280	★
13-1121	Meeting, Convention, and Event Planners	0.5%	\$45,140	
11-9199	Managers, All Other	0.5%	\$97,820	★
13-1071	Human Resources Specialists	0.3%	\$62,790	
★ Denotes the top 10 occupations by total number of projected openings from 2016-2026 in Now, Next, and Later categories				

EDUCATION AND TRAINING OPPORTUNITIES

Across the state there are 94 programs in 170 locations for training in Hospitality and Food Service occupations, and 21 programs in 163 locations for support occupations in the Hospitality and Food Service industry, such as office support and human resources. Visit **MoSCORES**, Missouri's system linking program information and outcomes (employment, wage, credential rates) for traditional degree programs as well as noncredit credentials to find degree and certificate programs at an educational institution near you. In addition, there are 52 U.S. Department of Labor Registered Apprenticeship programs for Hospitality and Food Services occupations across the state. Visit **Apprenticeship Missouri** for more information.

TOP SKILLS & CERTIFICATIONS

TOP 10 BASIC SKILLS

Physical Abilities
Communication Skills
Organizational Skills
Teamwork / Collaboration
Positive Disposition
English
Detail-Oriented
Work Area Maintenance
Building Effective Relationships
Multi-Tasking

Basic skills are the most numerous, found in the majority of job advertisements. Several soft skills such as communication, organization, and teamwork in the top 10.

TOP 10 SPECIALIZED SKILLS

Customer Service
Cleaning
Scheduling
Guest Services
Cooking
Food Preparation
Sales
Cash Handling
Food Safety
Food Service Experience

Top requested specialized skills included customer service and cleaning.

TOP 10 SOFTWARE SKILLS

Word Processing
SQL
Salesforce
SQL Server
Apache Groovy
Adobe Photoshop
Delphi
Lotus Domino
Vimeo
Windows Server

Microsoft Office and its products such as Word, Excel, PowerPoint, and Access are the most requested software skills across all industries. Other skills requested in the Hospitality and Food Service industry include word processing and SQL.

TOP 10 CERTIFICATES

Driver's License
ServSafe
Casino Gaming License
Food Handler Certification
First Aid Cpr Aed
Food Service Certification
Commercial Driver's License
Alcohol Awareness Certification
Training For Intervention Procedures (TIPS) Cert.
Alcohol Server Certification

The top requested certificate was Driver's License, followed by ServSafe and Casino Gaming License.

Notes

Burning Glass Technologies/Labor Insight, 2018 Bureau of Labor Statistics OES wages, 2016-2026 Employment Projections

This report uses annual data from the Bureau of Labor Statistics where there is a time-release lag to ensure all data is reported in from various sectors and geographic locations. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner